

NIH CLINICAL CENTER NURSING & PATIENT CARES SERVICES
CRN ROLE COMPETENCY VALIDATION

Name: _____

Manager or Designee: _____

Work Area: _____

Primary Preceptor: _____

Hire Date: _____

Competency Date: Met _____ Not Met: _____

Reason for validation: • Orientation • Re-validation • PI Follow-up • Other _____

Key: 1 = No knowledge/No experience
 2 = Knowledge/No experience

3 = Knowledge/Done with assistance
 4 = Knowledge/Done independently

Circle method used for validation: D = Demonstration DR = Documentation Review V = Verbalization
 T = Test/Quiz O = Other (specify)

Competency: Therapeutic Communication – Therapeutically communicates with patients and families.

Behavioral Indicators	Self Evaluation				Assessment Method	Validator's Signature/Date		Learning Resources	Comments
						Met	Not Met*		
1. Identifies patient and family as primary focus of interaction.	1	2	3	4	D			NPCS Orientation Unit Orientation Psychiatric Nurse Liaison Services Behavioral Health staff Experience with preceptor	
2. Maintains a non-judgmental interaction.	1	2	3	4	D				
3. Identifies environmental variables that could affect communication.	1	2	3	4	D, DR, V				
4. Identifies cultural variables that could affect communication.	1	2	3	4	D, DR, V				
5. Maintains awareness of personal communication style and effect on patients and families.	1	2	3	4	D				
6. Identifies the significance of patient's and family's nonverbal communication.	1	2	3	4	DR,V				
7. Demonstrates active listening skills.	1	2	3	4	D				
8. Actively seeks feedback from patients and families regarding effectiveness of verbal communication.	1	2	3	4	D				
9. Demonstrates behaviors within appropriate professional boundaries: consistency, caring, confidentiality, credibility, genuineness, empathy, and respect.	1	2	3	4	D				

Action Plan for Competency Achievement

Targeted Areas for Improvement (Behavioral Indicators):

Educational Activities/Resources Provided:

“Hands on” practice planned with preceptor, unit educator, CNS, nurse manager:

Re-evaluation date: _____

By: _____

Competency Met

Competency Not Met

Next Step: _____